

**Questions & Answers**  
**RFP for Third Party Quality Assurance for Enterprise Asset and Maintenance Management System**  
**Implementation**  
**Job Number 62-15-IT**

| ID | RFP & SOW Ref         | Question   | Answer  |
|----|-----------------------|--|---|
| 01 | SOW - Page 35, Item 3 | Per the Systems Implementation Document Statement of Work, under “3. Components to be provided by Lucity”, it mentions ‘Billing’ – is this Customer Billing or Billing of certain Work Orders to be reimbursed for work performed?                                   | Billing of certain Work Order to be reimbursed for work for work performed.   |
| 02 | SOW - Page 37         | Regarding the 4 project phases, is there a major milestone at the end of each phase triggering payment to the vendor or monthly fixed fee, etc.?   | <p>Major milestone payments are triggered at the following phases:</p> <ol style="list-style-type: none"> <li>1) Contract Signing/Initiation</li> <li>2) Acceptance</li> </ol> <p>Milestone/Task payment invoices are submitted upon approval and acceptance of the Milestone/Task by Customer meaning that during each phase there will be invoices for professional service. Upon acceptance of that task (ie. Data Migration) the invoice shall be paid. Travel expenses are invoiced as incurred.</p> |
| 03 | SOW - Page 52/53      | Regarding Transition and Post Support activities, are there any hard deliverables or timeline tied to these activities and milestones? Through experience we have learned these details get overlooked and client does not get adequate Transition and Post Support. | As part of the Transition Phase there is a Post-Production audit to ensure that the software is performing as expected and is properly configured.  |

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| 04 | General       | Will the City be providing a full-time Change Management lead role throughout the duration of the project?   | The City of Kirkland IT department has an ITIL –based Change Management process with Change Management Advisory Board (CAB). The Project Manager of the EAM/MMS Implementation project will bring major technical changes to this board. For changes to the project itself the Project Manager will be following a Project Change process using PMBOK guidelines. There will not be a separate Change Manager as part of the project, that work will be performed by the Project Manager. |
| 05 | RFP - Page 32 | Do Attachment A, B and C need to be filled out and submitted as part of the response or can they be deferred upon contract award?<br>On the non-collusion form, since the bid is being submitted electronically, we want to verify that a copy of this form is acceptable. | All attachments must be completed as part of your proposal. A copy of the signed form is acceptable.  |
|    | General       | What is the anticipated project start date?  | We have begun preliminary meetings with the vendor and scheduled a site visit to re-demo the software and begin introductions on September 9 <sup>th</sup> & 10 <sup>th</sup> , 2015.   |
|    | General       | What is the desired budget range for QA services on this project?  | \$40,000 - \$60,000. We prefer a fixed cost if possible, with the opportunity for change orders should the project run over schedule by a certain percent (or based on some other recommended criteria). We will consider proposals on either side of this range.   |

Posted on August 26, 2015

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